

THE RELATIONSHIP OF WORK STRESS WITH NURSE PERFORMANCE IN CRITICAL ROOMS (EMERGENCY UNIT, OPERATING THEATER AND RECOVERY ROOM) CARUBAN HOSPITAL MADIUN

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ABSTRACT

Introduction: Nurses working in critical rooms (Emergency Unit, Operating Theater and Recovery Room) challenged every day to provide a more complex nursing not only with emergency patient conditions and strict observation all the time but also manage sophisticated technology, interacts with family and other care givers. The challenges and workload of nurses in critical room owned, nurses have the potential to experience job stress that would have an impact on the performance of nurses. The purpose of this study was to determine the relationship between stress and performance of nurses in the critical rooms Caruban Hospital Madiun. **Method:** The study design used is a design researcher correlational study with cross sectional approach. The study population was all nurses in the critical rooms Caruban Hospital Madiun some 43 people. While the samples obtained by 35 people. The instruments used in data collection was a questionnaire and job stress questionnaire nurse performance. The analysis technique used is Spearman's Rho with SPSS 19.0. **Result:** The results showed that the stress of nurses in the critical rooms Caruban Hospital Madiun, almost all of which 31 (88.6 %) of respondents have job stress research with lightweight category. Performance of nurses in the critical rooms Caruban Hospital Madiun, most of which 19 (54.3 %) of respondents have a good performance by category. No statistically significant relationship between work stress with the performance of nurses in Caruban Hospital Madiun 2015 (significant values (p) of 0.002 ($0.002 < 0.05$)). Closeness of the relationship between work stress with the performance of nurses in Caruban Hospital Madiun 2015 was classified as moderate (correlation value of 0.502). **Conclusion:** It is expected that the nurses can prepare themselves to be able to adapt in the face of work and be able to do some things to alleviate distress in the works.

Keywords : *work stress, nurse performance, and critical room*

INTRODUCTION

Nurses as a nursing care giver are the spearhead in the hospital, because nurses give nursing care in 24 hours. This big responsibility have not supported yet by enough human resources, so that the nurse's performance become an attention by other professional, patient and patient's family. One of factor that influence nurse's performance is the capability to face work stress in their work place (Gibson, 2000). The nurses working in the critical rooms (Emergency Unit, Operating theater and recovery room) are challenged to give more complex caring every day, not only for patient's condition but also for high technology medical equipment, and interacting with the patient's family and other professional (Gruendeman, 2006). Based on National Safety Council

(2004), nurse's work caused higher stress than other profession.

Based on one of researcher on June in the critical rooms Caruban Hospital shown that nursing implementation which were done, such as nutrition needs, elimination needs, and personal hygiene, it were only done partially. Some nurses were angry when giving nursing care for patient and their family, forgetting for giving medication, patient and family didn't fill the *informed consent*, and high incident of patient's unsatisfaction. The result of review for nurses, they said that if high number of patient wasn't follow by enough infrastructure cause the nurse's work load more and more heavy. In addition, nurses are also required to be a cashier and administration, patient transporter inpatient room and ambulance nurse. And even

sterilization of medical equipment, and other equipment. The rising of number of patient visits is not balanced with the human resources or the number of nurses.

From the data of number of patient's visits from Emergency Unit and outpatient obtained an increasing of 20% to 40% from April to June. According to Hudak and Gallo (1997) that the work stress affect the productivity and decreasing of nurse's performance. An increasing number of patients, of course, it will increase the nurse's workload. Increasing workload will impact the work stress experienced by nurses, occupational stress is high and not controlled properly will cause negative impacts, one of which labor productivity will decrease.

According to the survey PPNI in 2006, approximately 50.9% of nurses working in four provinces had job stress, dizziness, could not rest because the workload is too high and time-consuming, as well as low wages without adequate incentives but accompanied most circumstances stress affects nurses are working life. Based on previous research, nursing conditions especially in giving nursing care to patients has not been going well. Statistical results in the United States showed that 40% of workers feel their work stressful and 25% of employees consider job is the most stressful things in life (Seminar PPNI, 2006).

The Causes of stress for nurses in the critical space that is physical danger (X-rays, needle, laser, and the use of substances that are harmful to health), the patient is unconscious, crying, screaming, sound monitors humming, respirators, stress others and should not be underestimated is everywhere there is a human body that is damaged or discolored, expenditure feces and urine, the atmosphere of the room and lighting (Hudak and Gallo, 1997). Work stress is manifested in the form of verbal, physical, psychological, and behavior all of which will lead to poor performance, absence and sickness (National Safety Council, 2004).

Nurses are under pressure repeatedly, they can not provide the full service of nursing care according to the patient's needs (Hudak and Gallo, 1997). Work stress experienced by many employees and health leaders who will influence the motivation and performance, especially nurses (National Safety Council, 2004). Critical rooms has a very high stressors, and if the nurses who work in this room do not have the coping mechanisms of stress that is

good, it will affect the performance of nurses. According to Gibson (1997) (in Nursalam, 2015) there are three factors that affect the performance of that individual factors, psychological factors, and organizational factors. Group variable on variable terditi psychological perception, attitude, personality, learning and motivation. Work stress was included in the psychological factor.

The decline in the performance of nurses greatly affect the image of hospital services in the community. Poor nursing services engenders a lack of public trust in the ability of the hospital. Besides, the low performance of nurses is also a barrier to the development of professional nursing towards nurses. According Marriner (1991), the nurse can prevent and control stress by determining personal goals and objectives of jobs. Nurses need to know the sources of stress in order to be able to develop stress management and efforts to improve the performance right, so established good relationships with peers, management and other health team. To the authors are interested in doing research on the relationship of work stress with the performance of nurses in critical rooms Caruban Hospital Madiun with the hope to be input for nurses to maintain and improve the quality of work to the satisfaction of patients and families use the health services in Caruban Hospital Madiun.

METHOD

The study design used by researchers is correlational study design (relationship or association) that research aimed at revealing the relationship between variables correlative with the approach used is cross sectional in critical rooms (Emergency Unit, Operating Theater and Recovery Room) Caruban Hospital Madiun and a research was conducted in 1st September to 4th December, 2015.

The population of this study were all nurses working in critical room Caruban Hospital Madiun by 43 people. In this study, the sample used is a nurse working in critical rooms Caruban Hospital Madiun are 35 people.

This study provides a description of the percentage of job stress and nurses performance. Comparison of the value of the ordinal - ordinal scale using Spearman Rho test analysis using SPSS 19.0 for windows with significance $\alpha = 0.05$.

RESULT

The results of the demographic that is most of which 23 (65.7%) of respondents of this study male sex. most of which 18 (51.4%) of respondents aged between 31-40 years. most of which 23 (65.7%) of respondents had a recent education Nursing Academy. nearly half, 15 (42.9%) of respondents occupy critical room in eergency unit. Work stress is distress experienced by nurses in the face of a job, or something that is seen as a threat, either real, or imagination, where the perception comes from a feeling of fear or anger. Almost entirely, 31 people (88.6%) of respondents work stress research have the lightweight category.

According to researchers, the low job stress owned nurse in the critical room Caruban Hospital Madiun because nurses do routine work that is likely to be similar each day, the nurse on duty had a workload that is sufficient in dealing with patients, working conditions conducive and co-workers to work together well able to suppress the work stress experienced by nurses. In addition, work experience possessed nurses were able to reduce job stress resulting from work she lived for many nurses who have advanced in their work. By age shows that employees Caruban Hospital Madiun has a maturity of age and classified adulthood, it also causes job stress of employees in critical room Caruban Hospital Madiun is low. Low stress of nurses in critical room Caruban Hospital Madiun cannot be separated from environmental factors and working conditions are conducive. Low conflict between the nurse and the high solidarity and brotherhood that exist in the critical room Caruban Hospital Madiun was able to reduce work stress and raises comfort in the work. High labor solidarity in critical room Caruban Hospital Madiun has been shown of the nurses work activities, such as the good cooperation, co-workers want to replace another colleague who was unable to carry out the work and assist each other in completing the work as a nurse. Work stress with the lightweight category experienced nurses in critical room Caruban Hospital Madiun were able to have a good performance by category, as many as 19 people (61.3%). The results of this study are consistent with the opinion of Hafizurrachman (2009) stated that there are three factors that affect performance are: 1) the personal ability to perform such work, 2) the level of effort that is

poured out, and 3) support organizations. These three factors are closely related to each other, when one of the factors did not exist then performance can decrease. Siagian (2009) argued that the higher one's education, the greater the desire to utilize the knowledge and skills they have. Performance has a causal relationship of competence, while competence is made up of the knowledge, skills, behaviors, and experience to do a job or role effectively. While knowledge of the individual not only come from experience, but the level of education a woman (Wirawan, 2009). The performance of nurses is the behavior of work performed by nurses in performing nursing care or nursing in accordance with the performance standards, which include: conducting studies, determining nursing diagnoses, develop an action plan, implementation and evaluation plan. Most of which 19 (54.3%) of respondents have a good performance by category. The results are consistent with the theory presented Abraham and Shanley, (in Sunaryo, 2004), five sources of stress of nurses in general is the workload overload, difficulty relating to other staff, difficulty caring for critically ill patients, dealing with the treatment and care of patients as well as failure treating patients. This theory is in accordance with the existing conditions in the critical room Caruban Hospital Madiun, where excessive work load is uncommon in a typical day except on certain days for their catastrophic incidents or traffic accidents.

According to the researchers, indicate that nurses working in critical room Caruban Hospital Madiun have been working optimally and wholeheartedly dedicated itself to serve Caruban Hospital Madiun. Performance is quite good nurse is happening in the critical room Caruban Hospital Madiun is inseparable from the role of all parties; complement each other so that the vision and mission of the hospital can be achieved. In addition, work commitments owned by the nurses also improve the performance becomes better. In addition, nurses in critical room Caruban Hospital Madiun have competence in his work, so the choice of his current job is a choice of conscience in accordance with its skills. Good performance results cannot be separated from the environment in which the organizations that support the management Caruban Hospital Madiun, besides oriented in patients also taking care of its employees as well as the welfare of

old and new employees without discrimination. Based on Spearman Rho test with $\alpha = 0.05$ (5%) between work stress and nurse's performance in the critical room Caruban Hospital Madiun of 0.002 (p significant value < 0.05), because the value is smaller of 0.05; then based decision-making criteria H_0 . This means that there are statistically significant relationship between work stress and nurse's performance in the critical room Caruban Hospital Madiun in 2015.

Based on the analysis of the level of the relationship between job stress and nurse's performance in the critical room Caruban Hospital Madiun in 2015 showed a correlation value of 0.502; because of the closeness of the values ranged from 0.400 to 0.599; it means that the relationship between job stress and nurse's performance in the critical room Caruban Hospital Madiun in 2015 was classified as moderate. The negative sign on the correlation value indicates that the relationship between the two variables is negative; it means if work stress experienced by nurses increased the nurse's performance will decrease, and vice versa if work stress experienced by nurses decreased the performance of nurses will rise. The results of this study support the idea of Sederm (Azazah, 2009), in which one of the factors that affect a person's performance or productivity of a person is a stressful job, so the lower the person's performance depends on how the severity of stress experienced. Job stress could cause accidents or other health problems that can eventually lead to decreased productivity and also can lower a person's performance. The results of this study are also in accordance with the opinion of Handoko (2001), the stress experienced by caregivers can help (functional) in improving work performance, but can also be the opposite, that inhibit or damage (infungsional) performance. It depends on how much the level of stress experienced nurses. If there is no stress, challenges none work so that performance tends to be low, because there is no effort to face the challenges. In line with the increasing stress, work performance of nurses tends to rise because of stress helps nurses to exert all the capabilities to meet various requirements or needs some work. When the stress has reached the optimum point that is reflected in the ability of the implementation of the daily work of nurses, increasing or increasing stress is less likely to result in improved performance.

Finally, when the stress becomes too great, work performance began to decline, due to the stress interfere with the implementation of the work.

According to the researchers, low job stress conditions to nurses in critical room Caruban Hospital Madiun is more influenced by the working environment and working conditions that run with the condition. In addition, the cooperation between nurses and between parts as well as ongoing communication with both able to minimize errors in the work and minimize conflict among employees. Their low job stress in nurses in critical room Caruban Hospital Madiun impact on the performance of nurses. Nurses in critical room Caruban Hospital Madiun as a whole already has competence in their respective fields, so that the work which they are responsible can be resolved properly. In addition, work experience and maturity of age also played a role in improving the performance of nurses to better again. Experience as a nurse and is supported by the skills of reliable be its own capital for nurses to complete the task and responsibility as a nurse in the critical room Caruban Hospital Madiun.

CONCLUSION

Statistically significant relationship between work stress with the performance of nurses in hospitals Caruban hospital Madiun. The closeness of the relationship between work stress with the performance of nurses in Caruban hospital Madiun was classified as moderate.

The hospital must always pay attention to the workload of nurses and able to anticipate problems related to the performance of nurses, by receiving input from subordinates as well as from families of patients who directly feel the performance of nurses. The hospitals Caruban Hospital Madiun should build a nice working environment, by being open and communicating with employees and creating a harmonious communication between employees in hospitals Caruban Hospital Madiun.

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